

% Multi Family Permits Issued After 15 Days (Multi Agency) Develop Louisville



KPI Owner: David Marchal

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 57.74% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 57.74% to 54.85% (5% decrease) Benchmark: TBD	Data Source: Hansen Goal Source: Construction Rev. Mgr. Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Multi Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate

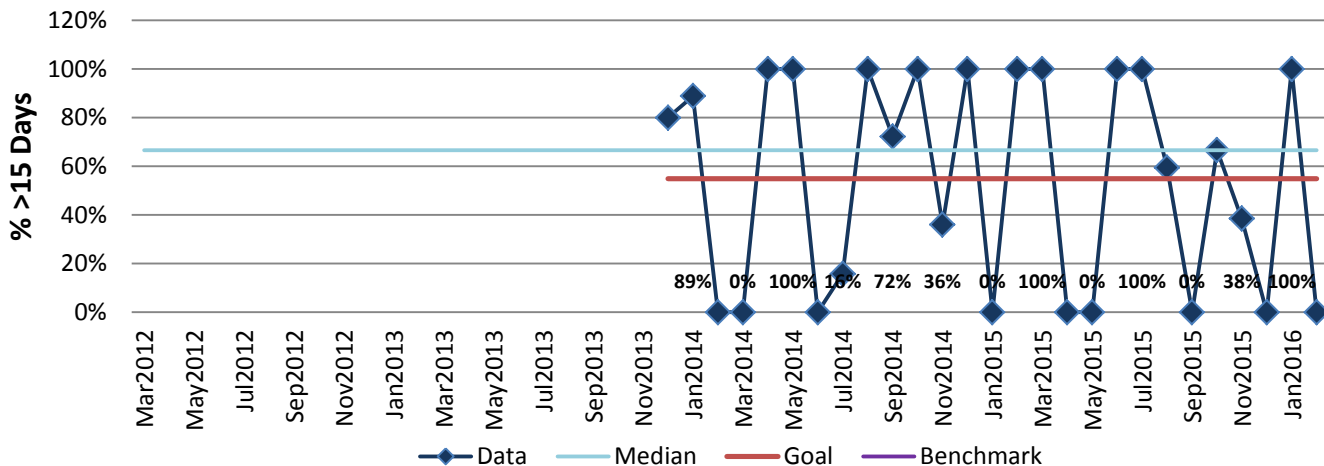
How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
54.85%	47.04%		54.85%	0.00%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.